



Meridian Mail Instructions

LOGGING ON (how to access your Voice Mail)

How to access your voice mail from your Telephone.

- From on post Dial 6-9080 From off post Dial 916-9080
- You will be prompted to enter your mailbox number (**your 5 digit ext**)
- Press #
- You will be prompted to enter your password (**First time users: your 5 digit ext**)
- Press #

How to access your voice mail from another Telephone.

- From any phone on post Dial 6-9080
- From off post Dial (210) 916-9080
- You will be prompted to enter your mailbox number (**your 5 digit ext**)
- Press #
- You will be prompted to enter password (**First time users: your 5 digit ext**)
- Press #

CHANGE YOUR PASSWORD

- Log on to the voice mail system by dialing 6-9080
- You will be prompted to enter your mailbox number (**your 5 digit ext**)
- Press #
- You will be prompted to enter your password (**your 5 digit ext**)
- Press #
- Press 84
- Enter **NEW PASSWORD** (4-16 digits)
- Press #
- Enter **NEW PASSWORD** (Again)
- Press #
- Enter **OLD PASSWORD**
- Press #
- You will hear: ***Your Password is changed.***

RECORD YOUR GREETING

- NOTE: Internal Greeting is an informal greeting for all users calling you on base:
example: hello you have reached Jim with ITBC, I am either on the telephone or away

from my desk, please leave a message.

External Greeting is more formal as callers are calling you from the outside world directly to your telephone number: example: Hello, you have reached the organization name, then dept name, then name of person at desk.

- Log on to voice mail system by dialing 6-9080
- You will be prompted to enter your mailbox number (**your 5 digit ext**)
- Press #
- You will be prompted to enter your password
- Press #
- Press 82
- Press 1 for **EXTERNALGREETING** or 2 for **INTERNAL GREETING** (Press #76 to delete Old Message)
- Press 5 to **RECORD YOUR GREETING**
- Press # to **END RECORDING**
- Press 2 to **PREVIEW** Recording
- Press 4 to **EXIT**

RECORD YOUR PERSONAL VERIFICATION (your name and extension)

- Log on to voice mail system by dialing 6-9080
- You will be prompted to enter your mailbox number (**your 5 digit ext**)
- Press #
- You will be prompted to enter your password
- Press #
- Press 89 to **RECORD** (wait for tone)
- Press 5 and **RECORD YOUR NAME AND EXT #**
- Press # to **END RECORDING**
- Press 4 to **EXIT**

PLAYING YOUR MESSAGES

- Log on to voice mail system by dialing 6-9080
- You will be prompted to enter your mailbox number (**your 5 digit ext**)
- Press #
- You will be prompted to enter your password
- Press #
- Press 2 to **PLAY** a message
- Press 1 to **SKIP BACK 5 SECONDS**
- Press 3 to **SKIP FORWARD 5 SECONDS**
- Press 4 to **GO TO PREVIOUS MESSAGE**
- Press 6 to **GO TO NEXT MESSAGE**
- Press # to **PAUSE** (press 2 to **CONTINUE**)
- Press 76 to **DELETE A MESSAGE**
- Press 79 to **SEND YOUR MESSAGE**
- Press 86 and the specific message number to go to a **SPECIFIC MESSAGE**

OPTIONS WHEN LISTENING TO YOUR MESSAGES

- Press 71 to **REPLY** a message
- Press 73 to **FORWARD** a message

- Press **76** to **DELETE** a message
- Press **79** to **SEND YOUR MESSAGE**

RESTORE DELETED MESSAGES

- Go to message that has been deleted
- Press **76** to **RESTORE THE MESSAGE** (system will indicate message has been restored)
 - **IMPORTANT:** *Messages can only be restored while in current session. Once session has been left all messages marked for deletion will be deleted.*

DISTRIBUTION LISTS

- Press **85** to **BUILD OR REVISE DISTRIBUTION LIST**
- Enter **DISTRIBUTION LIST** number (1-9)
- (lists can have 1-99 addresses)
- Press **5** to Compose a **DISTRIBUTION LIST**
- Enter **MAILBOX NUMBERS** that you want to include on your list followed by the **#** sign.
- Enter extra **#** sign to end list.

CUSTOM OPERATOR

You can set up your mailbox to connect caller to another number. This allows you to offer your callers the option of leaving a message or speaking to one of your assistants or colleagues.

- Log on to voice mail system by dialing 6-9080
- Press **80**
- Press **1** to change the number.
- Enter the new Custom Operator number, then press **#**.

EXPRESS MESSAGING

When you only want to leave a message:

- Dial **EXPRESS MESSAGING ACCESS NUMBER**
(From on post dial **1-2039**) (From off post dial **221-2039**)
- Enter 5-digit **MAILBOX NUMBER** (The ext number of the person you want to send the message to),
- Press **#**
- Leave the message at the tone.
- Press **#**
- Press **79** to send your message or **76** to delete your message.